



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242

(562) 940-2501



JERRY E. POWERS
Chief Probation Officer

March 24, 2015

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

FROM: Jerry E. Powers *JP*
Chief Probation Officer

SUBJECT: **SENTINEL OFFENDER SERVICES, LLC
ADULT ELECTRONIC MONITORING PROGRAM
(ITEM 27, AGENDA OF NOVEMBER 26, 2013)**

On November 26, 2013, on motion by Supervisor Michael D. Antonovich, your Board directed the Chief Probation Officer to provide monthly contract compliance reports of the contract held by Sentinel Offender Services, LLC for the Electronic Monitoring (EM) Program.

This is the March 2015 progress report on the EM Program overseen by Probation's Pretrial Services and contracted with Sentinel Offender Services, LLC.

Active Case File

During the week of March 3, 2015, Pretrial Services Division (PTS) conducted a review of 85 (30%) of the 284 active cases at Sentinel's Branch Offices. Based on our review, one participant (1%) was being charged \$2.00 more than the approved Contract Payment Scale on participant fees. Sentinel has been advised and has subsequently adjusted the participant fee to the corrected amount. Sentinel will issue a refund check or provide the participant credit while still on the program.

Equipment Functionality/Case Documentation

A review was also conducted that included participants' equipment functionality and case documentation. Out of the 85 cases, there were no significant concerns regarding equipment functionality and case documentation was in order.

Participant Compliance Check

On March 4, 2015 and March 6, 2015, PTS completed a random telephone compliance check of 89 (31%) of the 284 active cases. Of the 89, 77 (87%) were in compliance with their schedules and 12 (13%) were not in compliance (unable to reach at home). All of the non-compliant participants were at home based on their activity report but did not answer their phones. Sentinel will issue a Non-Compliance Notice to these individuals for failure to answer their phones.

Participant Complaints

From the group of 89 active participants, we were able to contact 77 participants. All 77 (100% of those contacted) did not express any concerns or complaints with Sentinel's service delivery.

Abscond Report

On March 12, 2015, we conducted a review of all participants listed on Sentinel's Abscond Report (ABS) for February 4, 2015 to March 3, 2015. The report contained 11 names. Of these, 10 (91%) were appropriately reported by Sentinel within the required guidelines. However, 1 (9%) did not conform to the reporting requirements. The 1 identified as non-compliant was not entered in the Sentinel database by 11:00 a.m., the next business day. The notification was entered 3 hours and 34 minutes late. Sentinel has been advised and states corrective action will be taken.

Non-Compliance Report

On March 12, 2015, we conducted a review of all participants listed on Sentinel's Non-Compliance Report (NCR) for February 4, 2015 to March 3, 2015. The report contained 92 names. Of these, 89 (97%) were reported by Sentinel within the required guidelines. However, 3 (3%) did not conform to the reporting requirements. The 3 identified as non-compliant were not entered in the Sentinel database by 5:00 p.m., the next business day. The notifications were entered between approximately one hour and 7 hours late. Sentinel has been advised of this compliance issue and states that they will take corrective action.

Meeting with Sentinel

On March 20, 2015, we met with Sentinel to discuss the results of our March 2015 review. Sentinel has agreed with the findings of our review. They acknowledged one participant fee issue and the four minor late notifications (1 ABS and 3 NCR). As noted above, Sentinel will discuss these items with their staff for corrective action purposes.

As with the previous three reports, Sentinel continues to show improved performance relative to their overall service delivery.

Each Supervisor
March 24, 2015
Page 3 of 3

Please contact me if you have any questions or need additional information or your staff my contact Deputy Chief Reaver Bingham, at (562) 940-2513.

JEP:MEP:REB:ed

c: Sachi A. Hamai, Interim Chief Executive Officer
Patrick Ogawa, Acting Executive Officer, Board of Supervisors
Mark J. Saladino, County Counsel
Sheila Williams, Senior Manager, Chief Executive Office
Justice Deputies